National Enrollment Database Operational Issues

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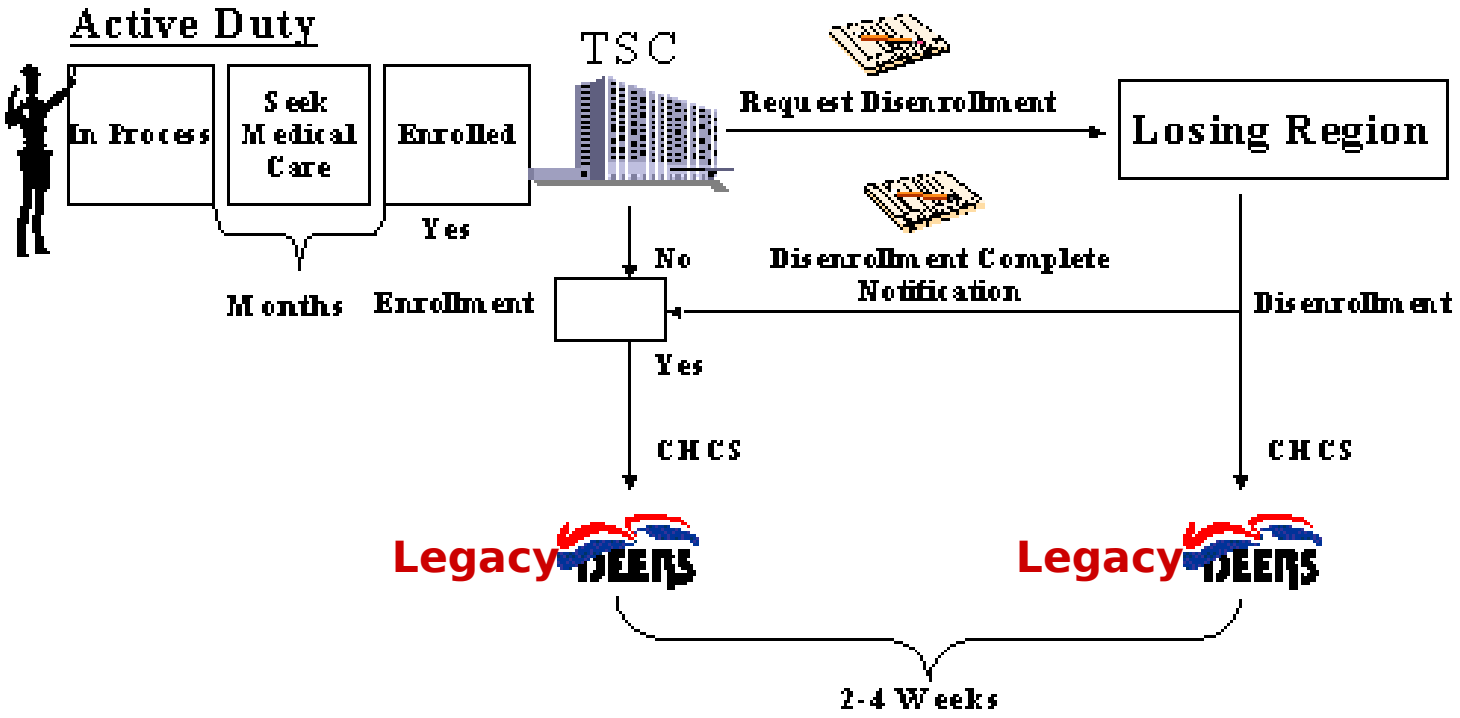
Definitions

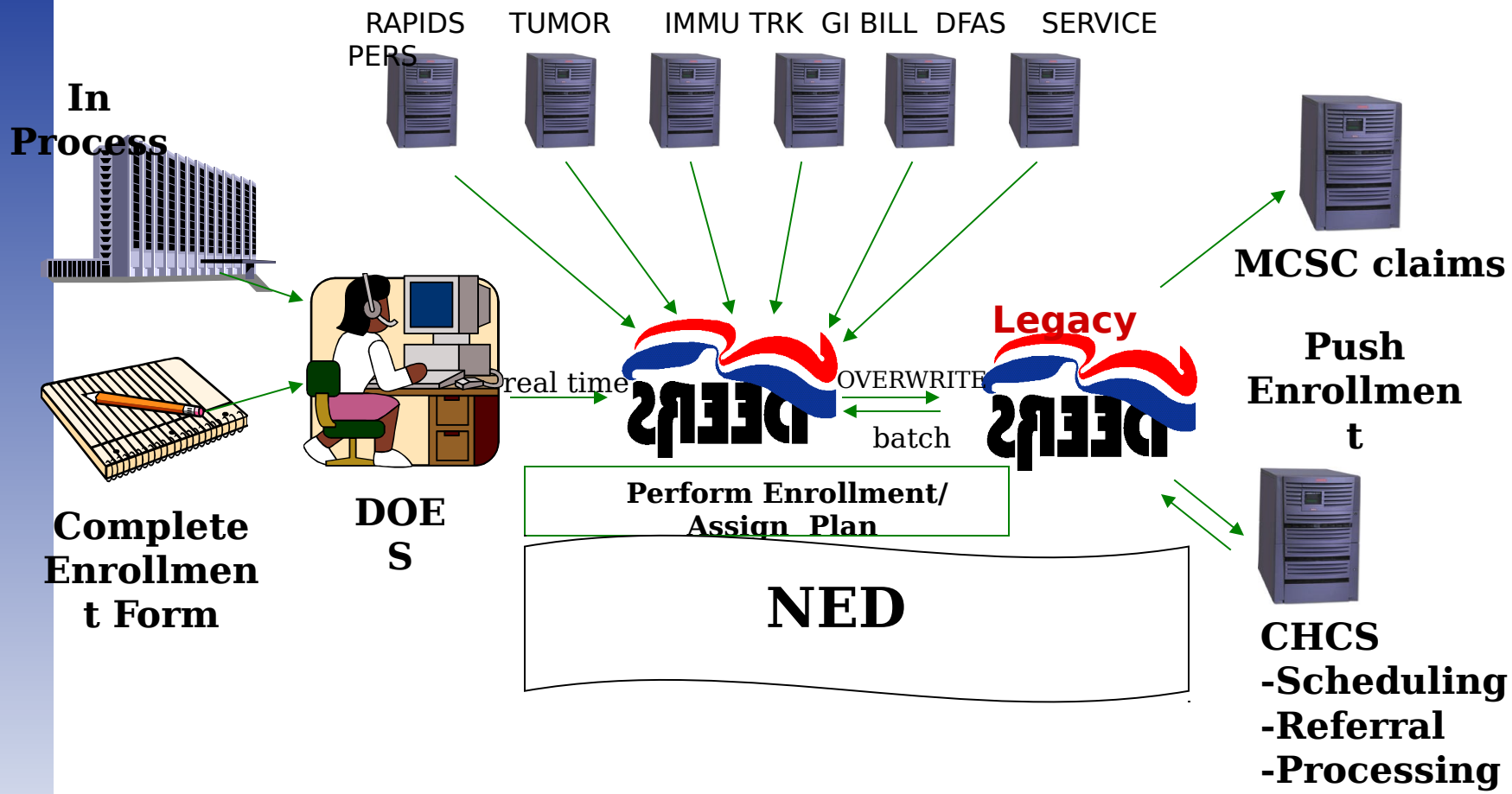
- DEERS - an Oracle database for enrollment data…known by many as New DEERS to differentiate it from Legacy DEERS
- Legacy DEERS database originally designed in the early 1980's and struggling for breath. Costs $3M a year to maintain and is the database that CHCS interacts with at the MTF and is also this database that the MCSCs use for claims processing.
- NED (National Enrollment Database) – Program and database fielded in Jul 2001 to solve portability issues and to connect CHCS and MCSC sites to a single enrollment record
- DOES – DEERS On-line Enrollment System used by MCSC to enter new enrollment and fix existing errors in New DEERS
- PIT – Primary care Information Transfer…an electronic message sent to CHCS. PIT errors occur in CHCS when enrollment records in CHCS do not match legacy DEERS

Pre-NED Enrollment

Administrative Portability Process



Post NED Enrollment



What was supposed to happen

- NED to fix portability – not a panacea for MTF bad data quality
- Gold File from Legacy DEERS sent to MTFs Spring 01
- MTFs match local CHCS—clean discrepancies by matching CHCS information with Legacy DEERS (Name, DOB, Gender, Sponsor SSN)
- NED activation in 16 July 2001…CHCS enrollment data synched with DEERS: DMIS ID, ACV, Enrollment start and end dates
- PIT error clean up planned to last a few months
- Legacy DEERS to match new DEERS
- Total Goal With NED:

  Legacy DEERS ~ New DEERS ~ local CHCS

What Actually Happened

- DMDC Gold file data not purely from DEERS legacy data…MTFs CHCS hosts not initially synched to this unfamiliar file
  - Blizzard of PIT errors overwhelm MTFs and MCSCs
  - Elements left out of initial gold file result in programmatic sweeps with new PIT errors continuing to overwhelm MTFs/MCSCs
- Addresses updates not getting to CHCS or claims
  - New DEERS never sends PIT solely for an address change:
  - No address synchronization updates between New & Legacy DEERS Oct 2001- February 2002
  - CHCS/DEERS on-line do not update claims processing addresses
- Enrollment drop outs and losses occurring
  - Difficult to trouble-shoot due to IT system age and complexity
  - Limited visibility for problem resolution
  - MTF data quality suspect but not root of the problem

Operational Impacts for [illegible]/OLA/MCSC

- Gaps in TRICARE coverage for all types of beneficiaries
  - Automatic disenrollments due to enrollment end date changes (eg Feb 13th incident) or inability of system to update enlistments
  - Dover TSP program--1,000 beneficiaries get letters of ineligibility
- CHCS look-up enrollment information not always matching current NED address nor enrollment status
  - R1 CHCS enrollment: 413,876 ARS Bridge enrollment 500,072
  - TFL address return rate: 21%
  - Beneficiary shows disenrolled status – yet produces valid ID card
- Impacts overall flow of patient care as errors manifest during patient scheduling, referrals, address updates, and billing
  - PCM letter notification turned off in Region 1
  - Numerous billing address errors being reported
  - Overall records affected <5%, but high patient dissatisfier

Steps For Improvement

- Services fund training and MTFs have assigned clean up at local level: 1-2+ FTEs in most cases or have outsourced contracts
- Multi-disciplined “Plaid team” in Region 1
- Identified, yet unfunded CHCS fixes include:
  - Ability to modify a sponsor even if already synched
  - Option to fix obsolete PIT errors
  - Ability to locally update UIC
- Post TMA Meeting
  - Loss of eligibility letters & difficult records sent to DEERS
  - No future unannounced NED sweeps will be conducted
  - $$$ to DSO and SAIC to support and troubleshooting and SCRs
  - MCSC directed to extend enrollments for “adjusted” AD records

Recommendations

- Information Systems flag “Letters of Ineligibility” for TFL
- Implement changes to support synchronized addresses
- Funding for any outstanding CHCS fixes to fix CHCS dual eligibility status problems
- OLA/MTFs be given read-only access to DOES terminals to assist with enrollment record clean up
- Further migration to New DEERS be implemented without delay – removal of Legacy DEERS piece as part of synchronization process
- Continued dialogue and follow up from the field